



iSupport

Hardware Service Request

Customer User Guide

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What is iSupport

iSupport is a web-based customer access portal into Toshiba's Oracle system. It enables customers to create and manage hardware and software service requests. You will be able to check the status of your requests and communicate with the technician through notes.

About this Document

The scope of this document is limited to getting you up and using iSupport for creating Hardware Service Requests and tools related to hardware and contracts.

Requesting an ID

For information about requesting a Toshiba Global Commerce Solutions (TGCS) Enterprise ID (EID) please follow this link to the [Request Enterprise ID](#) form. This link can be found on our [www.ToshibaCommerce.com FAQs](#) page found on the [Support](#) tab. If you need additional assistance reach out to your TGCS point of contact or email support@ToshibaGCS.com for assistance.

also
You must know your Customer Account Number. You can locate your Customer Account Number by contacting your organizations Contracts or Procurement department. If you work directly with a Toshiba Business Partner, please contact that company.

If you do not receive the email in a timely manner, please check your Junk mail folder. If you do not find an email in that location, contact your TGCS primary point of contact.

Whitelisting Recommendations

TGCS recommends that you whitelist the following domains to ensure communications from TGCS are not interrupted.

- Tgcsglobal.com
- ToshibaGCS.com
- Sendgrid.com
- Softlayer.com
- Sendgrid.softlayer.com

Sample Approval Email

From: Workflow Mailer <NoReplyTo@tgcsglobal.com>
Sent: Thursday, January 31, 2019 5:30 PM
To: [REDACTED]
Subject: FYI: Your "Business User" account has been approved.

Time Zone (GMT -05:00) Eastern Time
To [REDACTED]
Sent 31-JAN-2019
18:29:01
ID [REDACTED]

Congratulations! Your "Business User" account has been approved.

Any enrollments not requiring approval have also been granted to you. You will receive separate e-mails regarding the decision for each enrollment that requires approval.

Please use the following information to access the system:

Username: [REDACTED]
URL: [Application URL](#)

Please do not reply to this email. If you have any questions you may contact us by email at Renee Kiefer

Thank you and welcome,
toshiba_comm@toshibagcs.com

Sample Boarding Email

From: Toshiba_ID@toshibagcs.com[mailto:Toshiba_ID@toshibagcs.com]
Sent: Sunday, June 17, 2018 8:52 PM
To: [REDACTED]
Subject: Action Required: New Toshiba Commerce Portal account ID information

*****DO NOT REPLY/SENT FROM SERVICE MACHINE*****

Below is your Enterprise ID and **Temporary** Password for the Toshiba Commerce Portal. **You will need to log in, reset your password and configure three security questions/answers.**

Enterprise ID(Username) : [REDACTED]
Owner Name : [REDACTED]

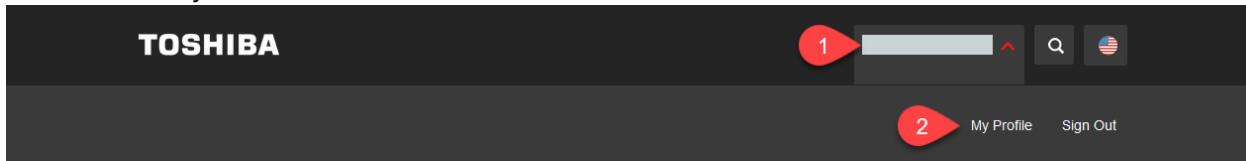
Temporary Password : [REDACTED]

Please perform the following actions to activate your account:

1. Go to <https://www.toshibacommerce.com>.
2. Click "Sign in" at the top right corner.
3. Enter your "Username" which is your Enterprise ID provided above.
4. Enter your Temporary Password. Best practice is to copy the password from this email and paste it into the form. Be sure to not copy an extra space at the beginning or end.
5. Click "Sign in". A new page loads.
6. Enter your Temporary Password again.
7. Enter a new Password. Minimum: 8 characters that includes at least 1 numeric or special symbol.
8. Re-enter your new Password.
9. Click "Change Password". A new page loads.
10. Input 3 questions and answers for security purposes. This will be used for self-service password reset when needed.
11. Click "Submit".

Updating Your Profile

1. After signing in, click on your name.
2. Click on the My Profile link.



3. Click on Edit Profile.

4. Update your mobile number. (If you do not want to add your personal mobile number you add a single 0 zero to the field.)

This number will be used to receive special one-time passwords via SMS text messaging. One-time passwords are occasionally used when extra security is necessary. The format for this field is an 11 or 12 digit number that includes the country code, area code, and phone number. Please enter only numbers; no symbols, dashes, or spaces.

5. Click Save Changes

Changing Your Password

1. Follow the steps for Updating Your Profile, then click Change Password.



Security Mobile Number* [Click here for more info](#)

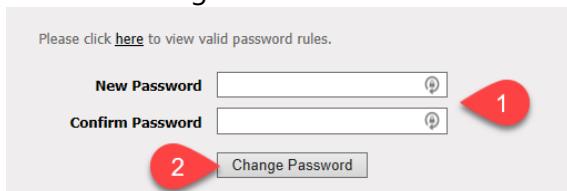
Preferred Language [▼](#)

Country [▼](#)

1

[Set Security Challenges and Responses](#)

2. Enter your new password in the New Password and Confirm Password text boxes.
3. Click the Change Password button.



Please click [here](#) to view valid password rules.

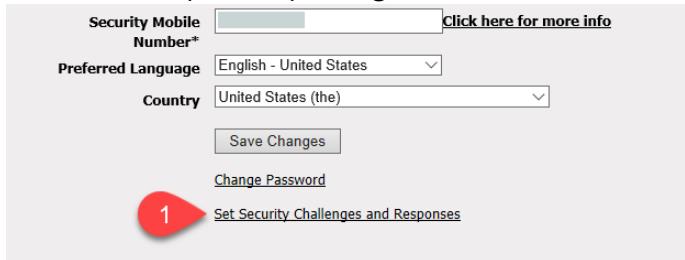
New Password

Confirm Password

1

Setting your Security Challenge Questions and Responses

1. Follow the steps for Updating Your Profile, then click the Set Security Challenges and Responses link.



Security Mobile Number* [Click here for more info](#)

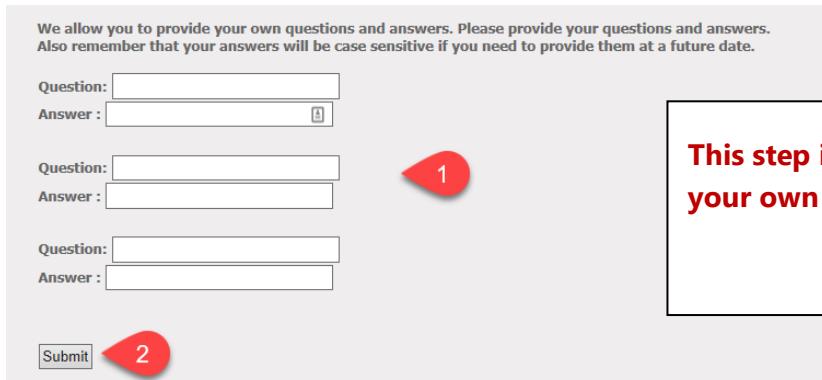
Preferred Language [▼](#)

Country [▼](#)

[Change Password](#)

1 [Set Security Challenges and Responses](#)

2. Provide the Questions and Answers.
3. Click Submit.



We allow you to provide your own questions and answers. Please provide your questions and answers. Also remember that your answers will be case sensitive if you need to provide them at a future date.

Question:

Answer:

Question:

Answer:

Question:

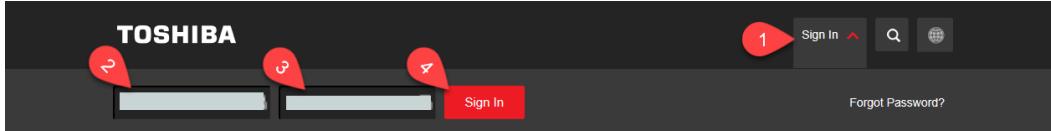
Answer:

1

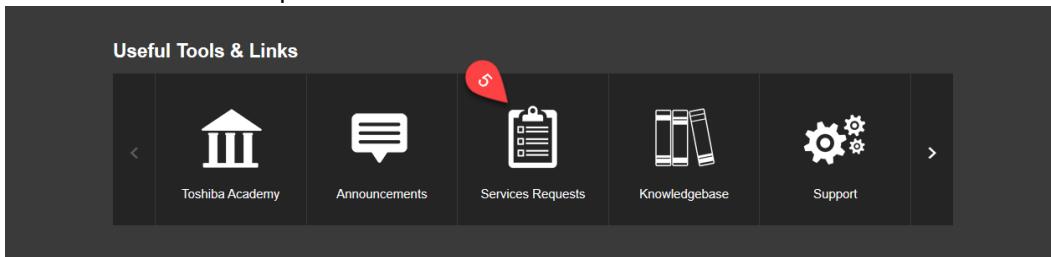
This step is critical to enable resetting your own password with IT Support.

Signing In

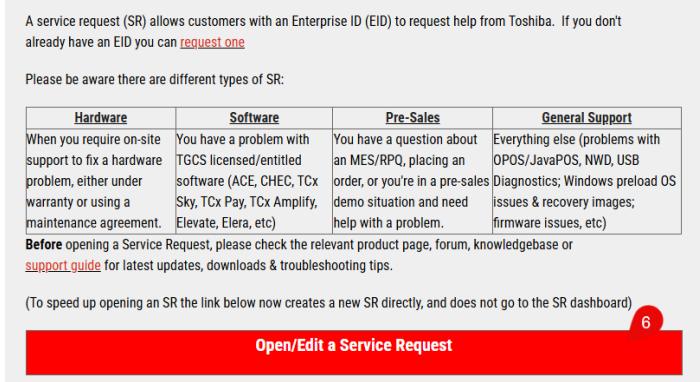
1. Navigate to ToshibaCommerce.com and then click the sign in button.
2. Enter your Username.
3. Enter your Password.
4. Click Sign In.



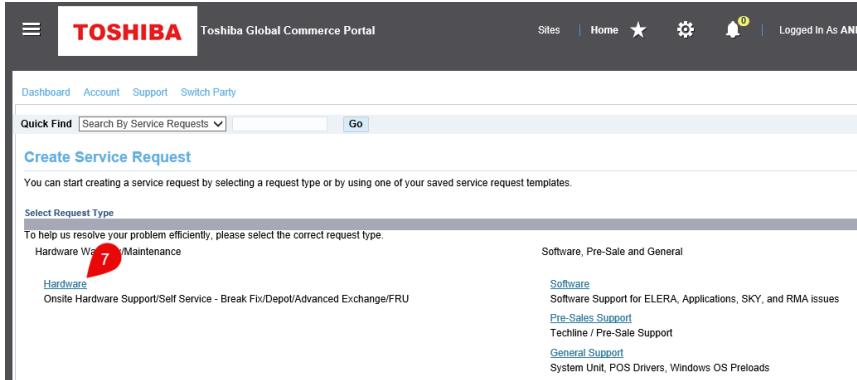
5. Click the Services Requests button in the Useful Tools & Links menu.



6. Click Open/Edit a Service Request



7. Click on the Hardware link.



Creating a Hardware Service Request

The next few screens will be used for creating a Service Request.

1. Identify the equipment you would like the technician to work on. For serial number entitled equipment follow step **A**. For Machine-Model entitled equipment follow step **B**.
 - A. Select the upper bullet option and provide the 7+ character serial number as listed on your contract or warranty in the lower serial number field. (Excluding any special characters such as – (hyphen))
 - B. If your contract is Machine-Model entitled select the lower bullet and provide the Machine-Type Model (MTM) in the format MACH-MOD in the appropriate field.
 - If required please supply the 7+ character serial number as listed on your contract in the upper serial number field, otherwise this field is optional.
 - All products support using Machine-Model are assigned Machine-Model Types, even OEM equipment. If you require a list, please review your contract or reach out to your TGCS primary point of contact.
2. In the problem summary please include the location of the device (e.g. Lane 3), and a brief description of the issue being experienced. (Limited to 80 characters.) In the problem Description (Step 9) you can provide additional detail including symptoms and troubleshooting steps already performed.
3. Select the Severity level.
4. To improve our ability to communicate/corollate this issue with your ticket tracking system you have the option of entering your internal tracking number here.
5. Click Next.
6. Enter additional problem description as required. Please include lane number, symptom description and troubleshooting steps already performed. Any detail you can provide our technician will assist them in resolving the issue quickly. (2000 character limit.)
7. Click Next.

8. Check the Incident Address to ensure it is correct.
The address shown is where the part or technician will be dispatched.
9. If required, to correct the address, you should follow the [Select the Incident Address](#) process.
10. Click Submit.

You have just completed creating a Service Request.

Service Request Creation Confirmation Page

After clicking submit you will be brought to the below page which provides you the Service Request Number and other options.

- A. Service Request (SR) Number
- B. Email to Me
- C. Save As Template

Selecting the Incident Address

Using the Select Address button is required to populate the corrected address information.

1. Click the Select Address button.

2. Use any of the search filters to limit the result list. In this example we will use the store number. (Surrounding your search term with % enables finding results when they are not an exact match.)
3. Click the [Search for Address] button and the result list will be limited based on the filter inputs.

Search and Select: Incident Address

Search
To find the address, please use at least one search criterion with a minimum of 0 characters with no % in between or before the 0 characters.
If you are unable to find the location's address, please contact your primary point of contact.

Address	2
City	
Store Number	%071%
State	
Province	
Postal Code	
Country	
Search For Address 3	

The results of the query will be returned.

A. Select your desired location if found.

4. After selecting the location click the [Select] button.

Result

Address	1
City	2
Postal Code	3
Country	4

Can Select

B. If the location is not found, adjust your search criteria. If the address still does not appear, use the [Create New Address] button and follow the Create a New Address Record.

Result

Address	1
City	2
Store Number	3
Country	4

Create New Address

No records were found matching the given criteria.

Create New Address

After you complete the form and click the Submit button an email will be sent to yourself and to our CMR team. This process will take about two business days to complete.

1. The first step is to ensure that you are requesting the new address to be created for the correct customer and customer number.
2. Enter the location address using the guidelines below:
 - o **Address Line 1:** This field should have the street address and any suite or unit information. (e.g., 1234 Main Street, Suite 23)
 - o **Address Line 2:** Should typically be left blank. Please reach out to your TGCS contact if you believe this field should be used.
 - o **Address Line 3:** Please enter the Banner Name of the location in this field. (This will be the name on the store that will assist our technician locating the business.)
 - o **Address Line 4:** Please provide the store number for the location in this field.
 - o **City:** City
 - o **State/Province:** The two character state or Province abbreviation. (e.g., NC – North Carolina)
 - o **Postal Code:** Postal Code
 - o **Country:** It is critical you select the correct country to avoid delays in the site creation process.
3. Click the [Submit] button.

We are unable to create addresses using personal identifying information.

Customer Name: 1	Ensure the Customer Name and Account Number match the customer the call is being created on behalf of.
Account Number:	
* Address Line 1 (Street Address):	2
Address Line 2:	
Address Line 3 (Banner Name):	
Address Line 4 (Store Number):	
* City:	
* State/Province:	
* Postal Code:	
Country: Afghanistan	3

This activity will submit a request to our CMR Team to create a new site address. You will receive a response from that team within 48 business hours.

Submit Back

Adding Contacts to a Service Request

All three steps in the above [Creating a Hardware Service Request](#) present you the opportunity to add additional contacts and/or update the primary contact.

1. On any of the three steps click the Add Contacts Button.

2. Click the magnifying glass next to an empty Contact box.

3. Filter the list by using one of the search fields. In this sample we will use a store number in the last name field. (To enable the Use of Manager on Duty (MOD) a contact was created for each location on the contract.

First Name = MOD, Last Name = Store #####.)

4. Click the [Go] button.
5. Select the bullet option for the contact you would like to add.
6. Click Select.

Select	Full Name	First Name	Last Name
<input type="radio"/>	MOD	MOD	00038

Search and Select: Contact

Select	Full Name	First Name	Last Name
<input type="radio"/>			
<input type="radio"/>			00004
<input type="radio"/>		MOD	00005
<input type="radio"/>		MOD	00007
<input type="radio"/>		MOD	00008

7. Select the magnifying glass next to the Contact By text box to add a contact method.

The screenshot shows the 'Create Service Request: Add Contacts' page. At the top, there are tabs for 'Request Type' (Hardware, Problem Summary, Problem Comment, Problem Code). Below that, there are sections for 'Contact' and 'Contact By'. The 'Contact By' section contains fields for 'E-mail' and 'Phone', each with a magnifying glass icon. To the right of these fields is a table with columns 'Primary' and 'Remove'. A red circle highlights the magnifying glass icon next to the 'Phone' field. At the bottom right of the page is a 'Cancel' button and an 'Add Contacts' button.

8. Select the Contact Point

9. Click Select.

The screenshot shows the 'Search and Select: Contact Point' dialog. It has a 'Search' bar with a placeholder 'Use % as a wildcard. If you want a substring search, then include a % at the beginning of your criteria.' Below it are filters for 'Type' (All) and 'Contact Point'. A 'Go' button is to the right of the filters. The main area shows a list of contact points with columns 'Select', 'Contact Point', and 'Type'. The first row has a 'Select' radio button highlighted with a red circle. A red circle also highlights the 'Select' button at the bottom right of the dialog.

10. If desired change the primary point of contact.

(Repeat steps 1 through 10 to add more contacts as desired.)

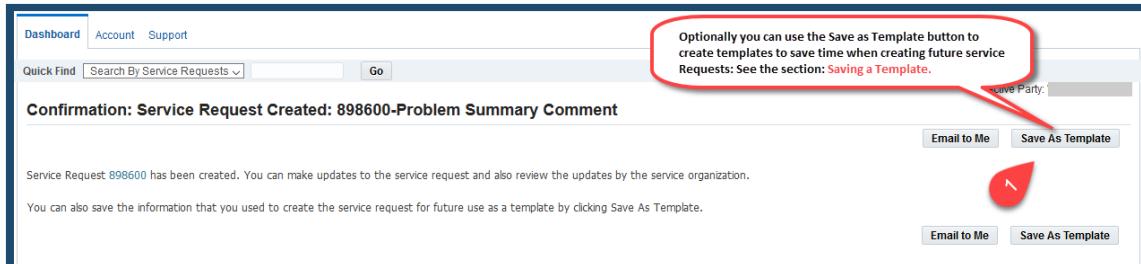
11. Click the Add Contacts Button. You will be returned to the Service Request step you performed this action from.

The screenshot shows the 'Create Service Request: Add Contacts' page again. The 'Contact By' section is visible with the 'Phone' field selected. The 'Primary' column for this contact has a radio button highlighted with a red circle. A red circle also highlights the 'Add Contacts' button at the top right of the page. A callout box with the text 'Optional change primary contact.' points to the 'Primary' column. Another callout box with the text 'Optional remove contacts.' points to the 'Remove' column.

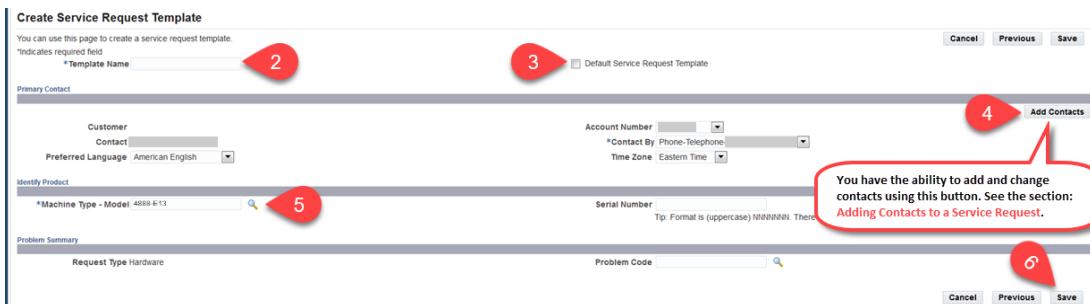
Saving a Template

Saving templates can be a real time saver. It enables you to start a service request with part of the required information already filled out for you. (Tip: Create a template for each Machine-Model Type we support for your company. Name the template something that makes sense to you for that product.)

1. After creating a service request click the Save As Template button.



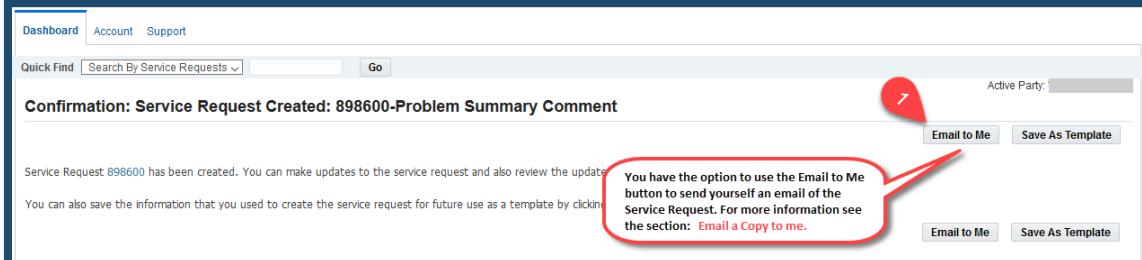
2. Name the template.
3. Optionally, make this the default template.
4. Use the Add Contacts button to ensure the contacts list is accurate for your template.
5. Provide the Machine-Model Type for this template.
6. Click Save.



Email a Copy to Me.

You have the option of sending yourself a copy of the Service Request as an email.

1. After creating a service request click the Email to Me button. The email will be sent to the email address in your profile.



Reviewing a Hardware Service Request

From the Dashboard or the Support tab you can review a list of recently opened service requests and a summary of their status. Key Details on the default search view are:

A. Service Request Number

Each request sent to us will be assigned a unique Service Request Number.

B. Last Updated On

This field will show the last time the service request was updated.

C. Task Number

Each Service Requests will have one or more Task Numbers assigned to it. In the summary list view the last Task Number opened will be the one displayed.

D. Task Status

The Task Status will display the status of the last task created for the Service Request.

Request Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Severity	Task Number	Task Status	Incident Address	Store Number
898600	Problem Summary Comment	Hardware	Cust Updated	13-FEB-2019 17:11:01	13-FEB-2019 17:36:44	Standard	1447053	In Planning		
898590	Problem Summary Comment	Hardware	Open	13-FEB-2019 15:22:11	13-FEB-2019 15:42:52	Standard	1447049	In Planning		
898588	Problem Summary Comment	Hardware	Open	13-FEB-2019 15:22:11	13-FEB-2019 15:42:52	Standard	1447048	In Planning		
898586	Problem Summary Comment	Hardware	Open	13-FEB-2019 15:22:33	13-FEB-2019 15:24:56	Standard	1447047	In Planning		
898580	4 SCO INSTALL - 8 LANES IS REPORTING A MONEY AMB IN THE INIT.BIN FILE THE PROOF	Installation	Open	12-FEB-2019 16:19:32	12-FEB-2019 16:25:11	Standard	1446902	Assigned		
898508		Hardware	Dispatch	12-FEB-2019 16:25:11	12-FEB-2019 16:25:11	Called	1445298	On Hold		

Service Request Details

1. Click on the desired Service Request number to view its details.

Request Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Severity	Task Number	Task Status	Incident Address	Store Number
898600	1 Problem Summary Comment	Hardware	Cust Updated	13-FEB-2019 17:11:01	13-FEB-2019 17:36:44	Standard	1447053	In Planning		

Overview Tab

Key areas to be aware of on the Service Request Detail Overview tab are:

- A. The Add Attachment button enables you to attach documents to the Service Request.**

B. Progress

The progress section contains an overview of the progress of the Service Request. It will also contain any notes the technician adds to the request as progress is made toward a resolution.

C. Add a Note

Add a Note provides you the ability to send a message to the technician.

The screenshot shows the Service Request Detail Overview tab. The Progress section displays a table of task creation and update logs. The Add a Note section contains a text area for notes, with a red circle labeled 'C' highlighting the note input field.

Task	Created	Updated
TGCS 1 Task# 1442059 Task creation	12-FEB-2019 12:28:51	Jobschedule: Els 1pm due to weather conditions today. Els 1pm due
TGCS 1 Task# 1442059 Task creation	12-FEB-2019 12:28:51	Jobschedule: Els 1pm - Customer Name: Els
TGCS 1 Task# 1442059 Task creation	12-FEB-2019 07:17:51	Jobschedule: Els 1pm due to weather conditions today. Els 1pm due
TGCS 1 Task# 1442059 Task creation	12-FEB-2019 07:17:51	Jobschedule: Els 1pm - Customer Name: Els

Add a Note
Please enter any additional information that may help us in resolving your issue quickly.

Contacts Tab

The Service Requests Detail Contacts tab enables you to view and change the contacts associated with the Service Request.

The screenshot shows the Service Requests Detail Contacts tab. It displays a table of contacts associated with the service request. A red circle labeled 'B' highlights the 'Add a Contact' button.

Contact	Contact By	Status	Primary	Type	Edit	Remove
Customer 1	Customer 1	Active	No	Customer		
Customer 2	Customer 2	Active	No	Customer		
Customer 3	Customer 3	Active	No	Customer		
Customer 4	Customer 4	Active	Yes	Customer		

Task Status Tab

The Service Requests Detail Task Status tab enable you to review the status of each task associated with the Service Request.

[View Action Notes](#)

The View Action Notes enables you to see the details of a single task.

1. Click the eyeglasses to view the action notes provided by the TGCS service delivery team. (e.g. Technician, Depot, etc.)



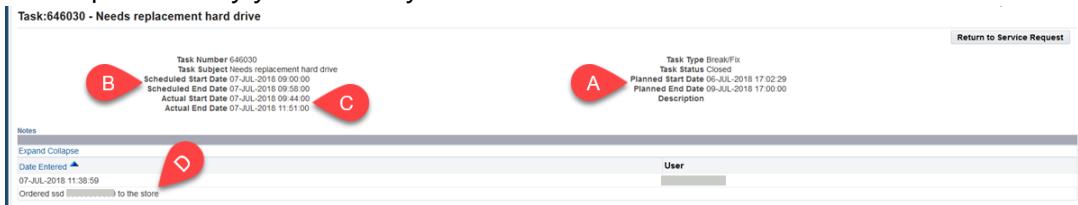
Overview Contacts **Task Status**

Resolution Actions

Subject	Type	Status	Start Date	End Date	Description	View Action Notes
4888 Common Issues	Break/Fix	In Planning	13-FEB-2019 17:12:32 (Planned)	13-FEB-2019 21:11:01 (Planned)	4888 Common Issues	 View Action Notes

[Cancel](#) [Update](#)

- A.** The planned service delivery window.
- B.** The scheduled ETA provided by the technician.
- C.** The actual start and stop time performed by the technician.
- D.** Notes provided by your delivery team.



Task:646030 - Needs replacement hard drive [Return to Service Request](#)

B

Task Number 646030
Task Subject Needs replacement hard drive
Scheduled Start Date 07-JUL-2018 09:00:00
Scheduled End Date 07-JUL-2018 11:51:00
Actual Start Date 07-JUL-2018 09:44:00
Actual End Date 07-JUL-2018 11:51:00

C

A

Task Type Break/Fix
Task Status Closed
Planned Start Date 06-JUL-2018 17:02:29
Planned End Date 09-JUL-2018 17:00:00
Description

Notes

Expand Collapse 

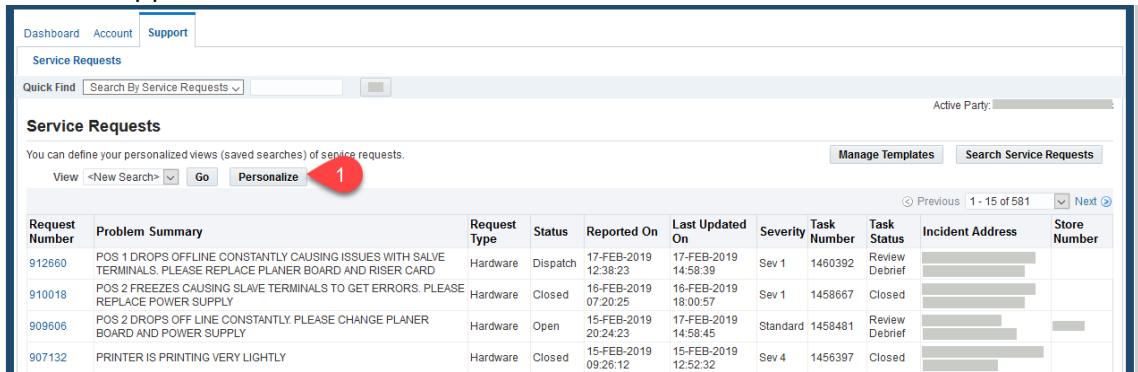
Date Entered 07-JUL-2018 11:38:59
Ordered ssd  to the store

User 

Personalized Support Search Views

To enable a focused view of what is happening with your Service Requests, you can create personalized search views in the Support tab.

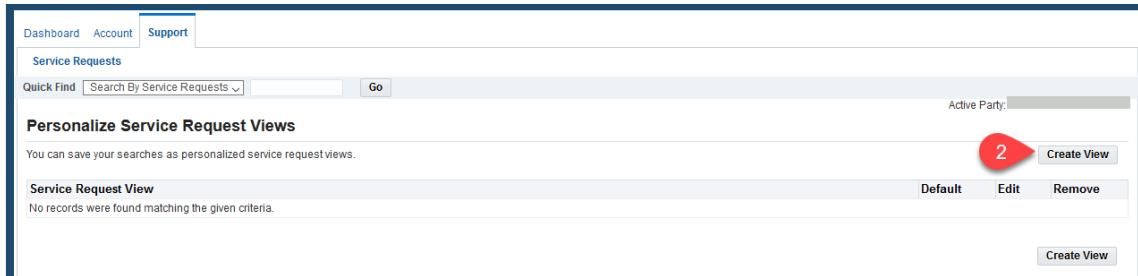
1. On the Support tab click the Personalize button.



The screenshot shows the 'Service Requests' screen in the Support tab. At the top, there are tabs for Dashboard, Account, and Support. Below the tabs is a search bar with 'Quick Find' and 'Search By Service Requests' fields, and a 'Go' button. To the right of the search bar is an 'Active Party' dropdown. The main area is titled 'Service Requests' and contains a table with columns: Request Number, Problem Summary, Request Type, Status, Reported On, Last Updated On, Severity, Task Number, Task Status, Incident Address, and Store Number. There are five service requests listed, each with a detailed description. A red circle with the number 1 is overlaid on the 'Personalize' button at the bottom of the table.

The Personalize Service Request Views screen will display a list of your personalized views. From this screen you can add, edit, or delete personalized views.

2. To create a new view, click the Create View button.



The screenshot shows the 'Personalize Service Request Views' screen in the Support tab. At the top, there are tabs for Dashboard, Account, and Support. Below the tabs is a search bar with 'Quick Find' and 'Search By Service Requests' fields, and a 'Go' button. To the right of the search bar is an 'Active Party' dropdown. The main area is titled 'Personalize Service Request Views' and contains a table with a single row for 'Service Request View'. The table has columns: Default, Edit, and Remove. A red circle with the number 2 is overlaid on the 'Create View' button at the bottom right of the screen.

3. Give your new view a name.
4. If desired make this your default view.
5. Set the filter criteria for your new view. In this example we are creating a view to display all Sev 1 Service Requests.